



Information Network of Kansas Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending September 30, 2009

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For the month ending September 2009

Executive Summary

Kansas.gov is staying very busy and productive as the month of September is wrapping up. Some of the high points for this month include:

~Efforts continue towards the rollout of KanPay Counter, the Point-of-Sale Solution, for state and local government in Q3 or Q4 of 2009. Pilot counties have been determined and continued discussions and gathering requirements will occur in October with all parties.

~Launched the following marketing activities and tactics to help drive awareness of the new and improved Kansas.gov Content Management System, KanSite (www.kansas.gov/kansite).

- Marketing Activities
 - Presented a KanSite Content Management System demonstration for the Kansas County Officials Association (KCOA) Conference on September 17 in Wichita, KS for approximately 190 attendees. Obtained several leads, such as Crawford County and Chase County.
 - Held an exhibitor's booth at the above-mentioned KCOA Conference to promote KanSite.
 - Developed a roundtable presentation for the League of Kansas Municipalities (LKM) Annual Conference in Topeka on October 4 - 5. The roundtable discussion will promote the importance of cities' online presence and attendees will be directed to our exhibitor's booth for further information on Web site solutions. The exhibitor's booth will feature the KanSite Content Management System.
 - Launched Local KanSite (www.kansas.gov/local) to demonstrate the CMS Web site template offering for city and county agencies.
- Marketing Tactics
 - Scheduled a partner training for Health Care Stabilization Fund on October 1.

~Finalized review process with the Department of Revenue on the creation of a poster to help drive awareness of the Kansas WebFile service. Poster is currently being printed.

~Attended the Topeka Bar Association luncheon and delivered a presentation on the Kansas County District Court Search service (highlighted the instant access functionality launching soon) to approximately 60 attendees.

Please contact me if you have any questions at 785.296.5275 or via email at lisa.jones@www.kansas.gov.

Respectfully submitted,

Lisa R. Jones

Lisa R. Jones, General Manager

New Service Requests & Contracts for Approval

Service Requests

No Service Requests were submitted during the month of September.

Contracts for Approval

No new contracts were submitted during the month of September.

New Applications Deployed

Project Name	Agency	Deployment (Month)
Optometry License Portal	KSBE0	Feb-09
Homestead Refund Claim	KDOR	Mar-09
License Renewal 2008	KSBN	Mar-09
KanSite – The Content Management System	KIC	May-09
UCC Weekly Batch	SOS	Jun-09
Kansas Mentors Web Site (KanSite)	KDHE	Aug-09
Kansas Dropout Prevention Summit (KanForm)	KDHE	Aug-09
Attendant License Verification	KSBEMS	Aug-09
Local KanSite – The Content Management System	KIC	Sep-09

Applications in Development

Project Name	Agency	Scheduled Finish (Month)
Grant Portal Phase 3	GOV	Oct-09
Lodging License Renewal	KDA	Oct-09
Restaurant License Renewal	KDA	Oct-09
License apps and renewals	BOC	Nov-09
Over-the-Counter Payments	KDOR	Dec-09
Promotional KANNCheck Subscription	KSBN	Jan-10
Homestead Refund Claim	KDOR	Feb-10
License Renewal	KSBMA	Feb-10
ABC Licensing	KDOR	Apr-10
Kansas Mentors: Interactive Directory	KDHE	May-10
Agri-Portal	KDA	Jun-10
Search Suite	COTA	Aug-10
KOHP Interactive Directory & Map	KDHE	Aug-10

Project Change Requests Deployed

Project Name	Agency	Deployment (Month)
HOC CRC Admin Orders Detail Report	KDHE	Jan-09
KBC: (AOI, NR, NA) KBC upgrade	SOS	Jan-09
Website: Update dates for new session	LEG	Feb-09
RO/RA: Create image when user doesn't view	SOS	Feb-09
License Renewal Feb 09 Cycle Mods	KSBHA	Feb-09
Ambulance LR April 2008 Modifications	KSBEMS	Feb-09
WebFile 2008 Tax Year Modifications	KDOR	Mar-09
Appraiser License Renewal 2009 Modifications	KREAB	Mar-09
HOC CRC Add Subscriber Option	KDHE	Mar-09
HOC CRC Modify DOB Validation	KDHE	Mar-09
Registered Offender Update FAQ Text	KBI	Mar-09
Nurse LicRen Audit Requirements Change	KSBN	Mar-09
HOC CRC Domain Change	KDHE	Mar-09
PVD: Phase 1 Change Content	KDOR	Apr-09
Verification: Change Contact page	KBOP	Apr-09
Verification: CEU: Error Message change	KREC	Apr-09
Post Audit: Change Database	LEG	Apr-09
ALR 2009 CEU Modifications	KREAB	Apr-09
License Renewal May 2009 Modifications	KSBHA	May-09
Annual Report 2009 Modifications	KSBN	May-09
PI License Verification 2008 Modifications	KBI	May-09
CPA: Allow decimals in CPE field	BOA	May-09
CPA: Change Text on Disclosure statement	BOA	May-09
LR: 2009 Enhancement - Functional Changes	KBOP	May-09
LR: 2009 Enhancements - Content changes	KBOP	May-09
RORA: Add type code PL	SOS	Jun-09
Pesticide Licenses June 2009 Modifications	KDA	Jun-09
Bills: Keyword Search	LEG	Jun-09
KanForm v2	KIC	Jun-09
Name Change: Add "Who Can File" Content	SOS	Jun-09
Conc. & Carry: 2009 Updates	KSAG	Jul-09
Digital ID Branding	ITIMG	Jul-09
Point KAR page to SOS site	LEG	Jul-09
License Renewal Aug 09 Mods	KSBHA	Aug-09
Roster: text change	BOTP	Aug-09
IFTA Renewal: 2009 Modifications	KDOR	Aug-09
Kanview: Add Salaries	DOA	Aug-09
LR HTML Report Add Insurance Audit	KSBHA	Sep-09
LR HTML Report Nov 08 Mods	KSBHA	Sep-09

LR HTML Report Add Exempt Radiologic Technologist Question	KSBHA	Sep-09
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Project Change Requests in Development

Project Name	Agency	Scheduled Finish (Month)
KanForm: Vs 3	KIC	Oct-09
Hunter's Education Cards KanPay conversion	KDWP	Oct-09
DCRS Instant Access	OJA	Oct-09
LR: 2009 Text Update	KDB	Oct-09
LCH 2009 Fee Increase Mods	KBI	Oct-09
Name Change NA process update	SOS	Oct-09
Name Reservation: NA process update	SOS	Oct-09
KANNCheck Add Voucher Payment Option	KSBN	Oct-09
LR: Add additional disciplinary questions	KREC	Oct-09
Name Availability: Process update	SOS	Oct-09
License Renewal: Add ACH	BSRB	Oct-09
AOI Add Prof LLC Type	SOS	Oct-09
KanView Add Breadcrumbs	DOA	Oct-09
License Renewal Oct/Nov 09 Mods	KSBHA	Oct-09
HOC LR Change Address Field Validation	KDHE	Nov-09
AOI: NA process update	SOS	Nov-09
UIPB Add CCD Format	KDOL	Nov-09
UIPB Modify Failed Payment Processing	KDOL	Nov-09
HOC LR Import Notification	KDHE	Nov-09
WebFile Homestead 2009 TY Mods	KDOR	Nov-09
CRC Detailed Receipt	KDHE	Nov-09
IFTA Decal Test Account Edit	KDOR	Nov-09
License August 2010 Mods	KSBHA	Nov-09
License Feb 2010 Mods	KSBHA	Nov-09
License May 2010 Mods	KSBHA	Nov-09
License Oct/Nov 2010 Mods	KSBHA	Nov-09
Optometry License Original Application	KSSBEO	Nov-09
UCC Billing Pilot Project	SOS	Nov-09
SGCO Legacy DCRS 2009 Rewrite	OJA	Dec-09
Disso: Add Type Code PL	SOS	Dec-09
Bills: Rewrite Keyword search	LEG	Dec-09
WebFile Income 2009 TY Mods	KDOR	Dec-09
UCC: Filing: Create Admin site	SOS	Dec-09
UIPB Add ARC code to batch payments	KDOL	Dec-09

Name Change: Create Admin Site	SOS	Dec-09
Disso: Create Admin site	SOS	Dec-09
RO/RA: Create Admin Site	SOS	Dec-09
WYCO Legacy DCRS 2009 Rewrite	OJA	Jan-10
Kansas Business Center 2009	KIC	Jan-10
Name Change: Add Link for who can file	SOS	Jan-10
MVR LTD Instant Access	KDOR	Feb-10
KANN Check 2009 Enhancements	KSBN	Feb-10
License Renewal 2010 Modifications	KSSBEO	Feb-10
UCC Search Redaction Phase 1	SOS	Mar-10
UCC Rewrite and Redaction Phase 2	SOS	Mar-10
CPA renewals 2010 Updates	BOA	Mar-10
License Renewal 2010 Update	KBOP	Mar-10
CGS/LGS/BESS Combine and enhance	SOS	Apr-10
IFTA Renewal: 2009 Modifications	KDOR	Apr-10
Post Audit: Search allow PDFs	LEG	Apr-10
Amber Alert Add Second Victim	KBI	May-10
PVD on Orion	KDOR	May-10
License Renewal Redesign and Rewrite 2009	KSBHA	May-10
Subscriber License Verification Rewrite	KSBHA	May-10
Annual Report: Update Image Process	SOS	June-10
IFTA Quarterly 2009 Mods	KDOR	Jul-10
KBC Refactor code	SOS	Jul-10
WebFile Income Redesign and Rewrite	KDOR	Dec-10
UCC Filing Refactor Code	SOS	Jan-11

Support Statistics

~The below table summarizes the number of Live Chats, Emails and Cases Reported from September 1 - 21:

<u>Month</u>	<u>Live Chat</u>	<u>Email</u>	<u>Cases Reported</u>
Jan-09	55	157	385
Feb-09	23	416	159
Mar-09	76	570	269
Apr-09	35	562	286
May-09	29	346	330
Jun-09	21	427	311
Jul-09	15	412	225
Aug-09	41	169	225
Sep-09	65	419	200

Site Promotions

~ Marketing continued to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. Updates went live on September 14 and September 28.

~A Kansas State Fair tile was created and featured on the *MyKansas* page from September 2 – 21 to promote the 2009 annual event.



Page Performance

~The below table summarizes the top 10 visited pages on Kansas.gov from September 1 - 21:

<u>Page</u>	<u>Page Views</u>	<u>Time on Page</u>
Government	47,650	54.76
Services	23,637	61.20
Subscribers	12,898	59.10
Tiles	12,787	99.30
Business	12,289	56.98
Tourism	6,069	63.53
Community	4,251	58.42
Help Center	2,956	66.54
Education	2,658	61.87
Photo Gallery	1,796	50.68

Promotional Performance

~The below table summarizes the top 5 features within the primary and secondary zones across the government, business, community, education and tourism pages from September 1 - 21:



<u>Zone</u>	<u>Feature</u>	<u>Page Views</u>
Primary	KanView	263
	Visit Kansas	92
	Cities	86
	District Court Record Search	56
	Historic Landmarks	55
Secondary	Agency & Association Listing	1105
	Business Entity Search	590
	State Government Jobs	496
	Starting a Business	368
	Employee Service Center	343

Marketing

~Launched the following marketing activities and tactics to help drive awareness of the new and improved Kansas.gov Content Management System, KanSite (www.kansas.gov/kansite).

- Marketing Activities
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- Marketing Tactics
 - Scheduled a Partner training for Health Care Stabilization Fund on October 1.

~Attended the Topeka Bar Association luncheon and delivered a presentation on the Kansas County District Court Search service (highlighted the instant access functionality launching soon) to approximately 60 attendees.

~Met with the Kansas Board of Cosmetology (KBOC) to provide a demonstration of the KanForm service. KBOC plans to implement this service in January 2010 to take online payments for cosmetology, practitioner and tanning facility applications.

~Developed the following to help drive awareness KanPay Counter, the Point-of-Sale Solution:

- Resource Center/Promotional Web site to launch with the service application (www.kansas.gov/kanpaycounter)

~Finalized review process with the Department of Revenue on the creation of a poster to help drive awareness of the Kansas WebFile service. Poster is currently being printed.

~Posted a new blog on our *ksgovernment* BlogSpot (ksgovernment.blogspot.com/) to promote the annual 2009 Kansas State Fair and its presence on social networks such as Twitter, Facebook and YouTube.